



09-11-06

Applicants: Hodson et al.
Title: METHOD AND APPARATUS FOR COMPILED PERFORMANCE
REPORTS IN A CONTACT CENTER USING THE INTERNET
Serial No.: 10/624,223
Filing Date: 22 July 2003
Docket No. 02EC038/88620

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SEP 08 2006

PATENT

02EC038/88620

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: HODSON, et al.)
Serial No.: 10/624,223)
Filed: 22 July 2003)
For: METHOD AND APPARATUS FOR COMPILING)
PERFORMANCE REPORTS IN A CONTACT)
CENTER USING THE INTERNET)
Art Unit: 2163)
Examiner: Charles Edward LU)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir or Madam:

In accordance with 37 C.F.R. §§ 1.56, 1.97 and 1.98, applicant submits a list of documents, general remarks, and an attached Form PTO/SB/08A.

<u>U.S. Patent Number</u>	<u>Date of Issue</u>	<u>Inventor</u>
5,555,179	10 September 1996	Koyama et al.
5,765,033	09 June 1998	Miloslavsky
5,926,539	20 July 1999	Shtivelman
5,946,387	31 August 1999	Miloslavsky
5,953,332	14 September 1999	Miloslavsky
5,953,405	14 September 1999	Miloslavsky
6,002,760	14 December 1999	Gisby
6,021,428	01 February 2000	Miloslavsky
6,044,145	28 March 2000	Kelly et al.
6,044,368	28 March 2000	Powers

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6,067,357	23 May 2000	Kishinsky et al.
6,108,711	22 August 2000	Beck et al.
6,138,139	24 October 2000	Beck et al.
6,167,395	26 December 2000	Beck et al.
6,170,011	02 January 2001	Beck et al.
6,175,563	16 January 2001	Miloslavsky
6,175,564	16 January 2001	Miloslavsky et al.
6,185,292	06 February 2001	Miloslavsky
6,345,305	05 February 2002	Beck et al.
6,373,836	16 April 2002	Deryugin et al.
6,389,007	14 May 2002	Shenkman et al.
6,393,015	21 May 2002	Shtivelman
6,732,156	04 May 2004	Miloslavsky

It is respectfully requested that the above patents be given consideration by the Examiner and made of record in the captioned patent application.

A check for \$180 is enclosed as the processing fee required in accordance with 37 C.F.R. §1.97(c). This submission hereby authorizes the charge of any deficiency in fees in connection with the captioned patent application to Deposit Account No. 23-0920.

Respectfully submitted,
WELSH & KATZ, LTD.

By: _____



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8 September 2006
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SEP 08 2006

PTO/SB/08a (07-05)

Approved for use through 07/31/2006. OMB 0651-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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INFORMATION DISCLOSURE
STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet

1

of

2

Complete if Known

Application Number	10/624,223
Filing Date	22 July 2003
First Named Inventor	Hodson et al.
Art Unit	2163
Examiner Name	Charles Edward Lu

Attorney Docket Number 02EC038/88620

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
A	us-5,555,179		09/10/1996	Koyama et al.	
B	us-5,765,033		06/09/1998	Miloslavsky	
C	us-5,926,539		07/20/1999	Shtivelman	
D	us-5,946,387		08/31/1999	Miloslavsky	
E	us-5,953,332		09/14/1999	Miloslavsky	
F	us-5,953,405		09/14/1999	Miloslavsky	
G	us-6,002,760		12/14/1999	Gisby	
H	us-6,021,428		02/01/2000	Miloslavsky	
I	us-6,044,145		03/28/2000	Kelly et al.	
J	us-6,044,368		03/28/2000	Powers	
K	us-6,067,357		05/23/2000	Kishinsky et al.	
L	us-6,108,711		08/22/2000	Beck et al.	
M	us-6,138,139		10/24/2000	Beck et al.	
N	us-6,167,395		12/26/2000	Beck et al.	
O	us-6,170,011		01/02/2001	Beck et al.	
P	us-6,175,563		01/16/2001	Miloslavsky	
Q	us-6,175,564		01/16/2001	Miloslavsky et al.	
R	us-6,185,292		02/06/2001	Miloslavsky	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ "Number ⁴ "Kind Code ⁵ (if known)				

Examiner Signature	Date Considered
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		Country Code ³ "Number ⁴ "Kind Code ⁵ (if known)				

Examiner Signature | Date Considered |

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